

Bathurst Findings - Patienteer

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Health
Western NSW
Local Health District

Where are we



What does Patienteer do

- Retrospective/Real-Time Audit
- Real-Time Operational Management



Scope

- **All Patients** treated within **Medical Ward** over a 2-3 week period (ideally >50 patients)
- All dependant Departments & Services



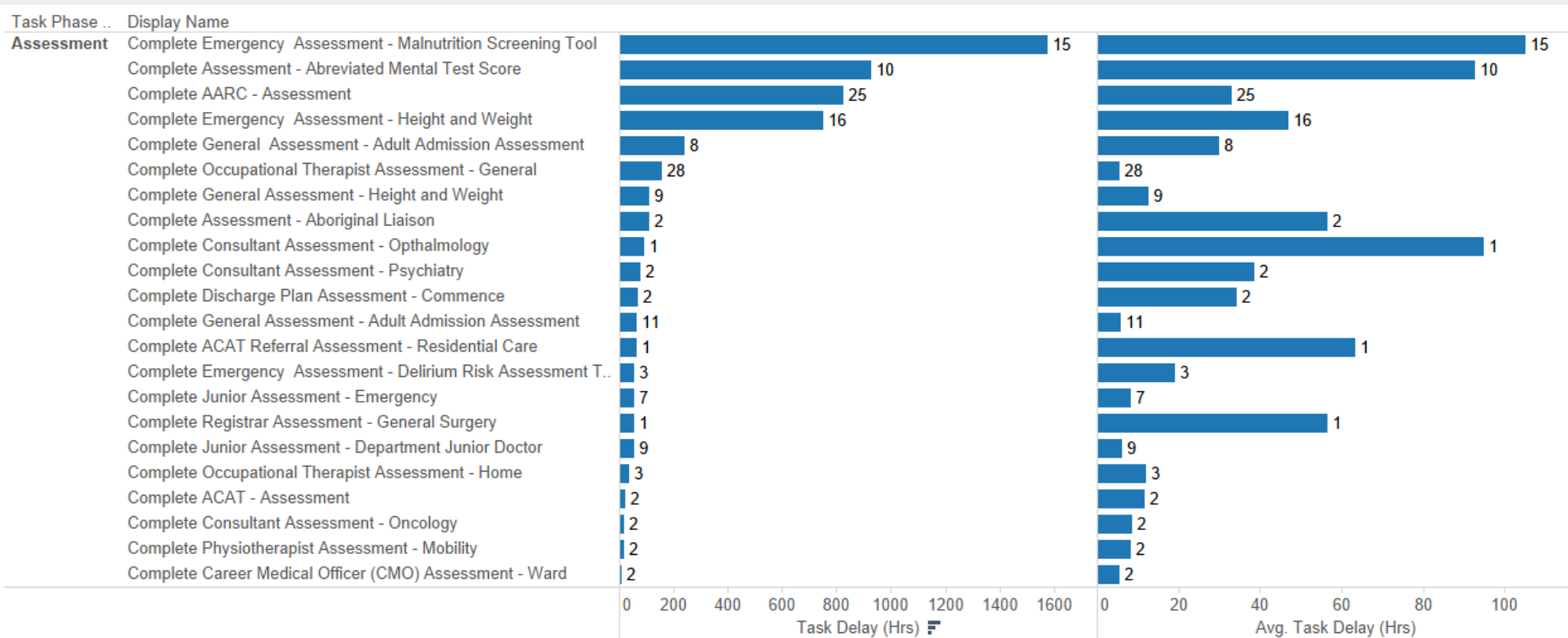
Parameters

Phase	Task	R/C/R	Non Urgent (Hrs)	Urgent (Hrs)	Care	Patient Flow
Assessment (Consult)	Specialist Doctor Assessment	Request	0.5	0.5	High	High
		Complete	4	2	High	High
		Review	24	12	High	High
	Registrar Assessment	Request	0.5	0.5	High	High
		Complete	4	0.5	High	High
		Review	4	0.5	High	High
	Junior Doctor Assessment	Request	0.5	0.5	Medium	Medium
		Complete	2	1	Medium	Medium
		Review	2	1	Medium	Medium
	General Nurse Assessments	Request	0.5	0.5	High	Low
		Complete	2	0.5	High	Low
		Review	2	0.5	High	Low
	Nurse Specialist Assessment	Request	0.5	0.5	High	High
		Complete	6	2	High	High
		Review	6	2	High	High
	Allied Health Assessment (Inc Physio, OT, SALT, Diet)	Request	0.5	0.5	High	High
		Complete	4	2	High	High
		Review	12	4	High	High

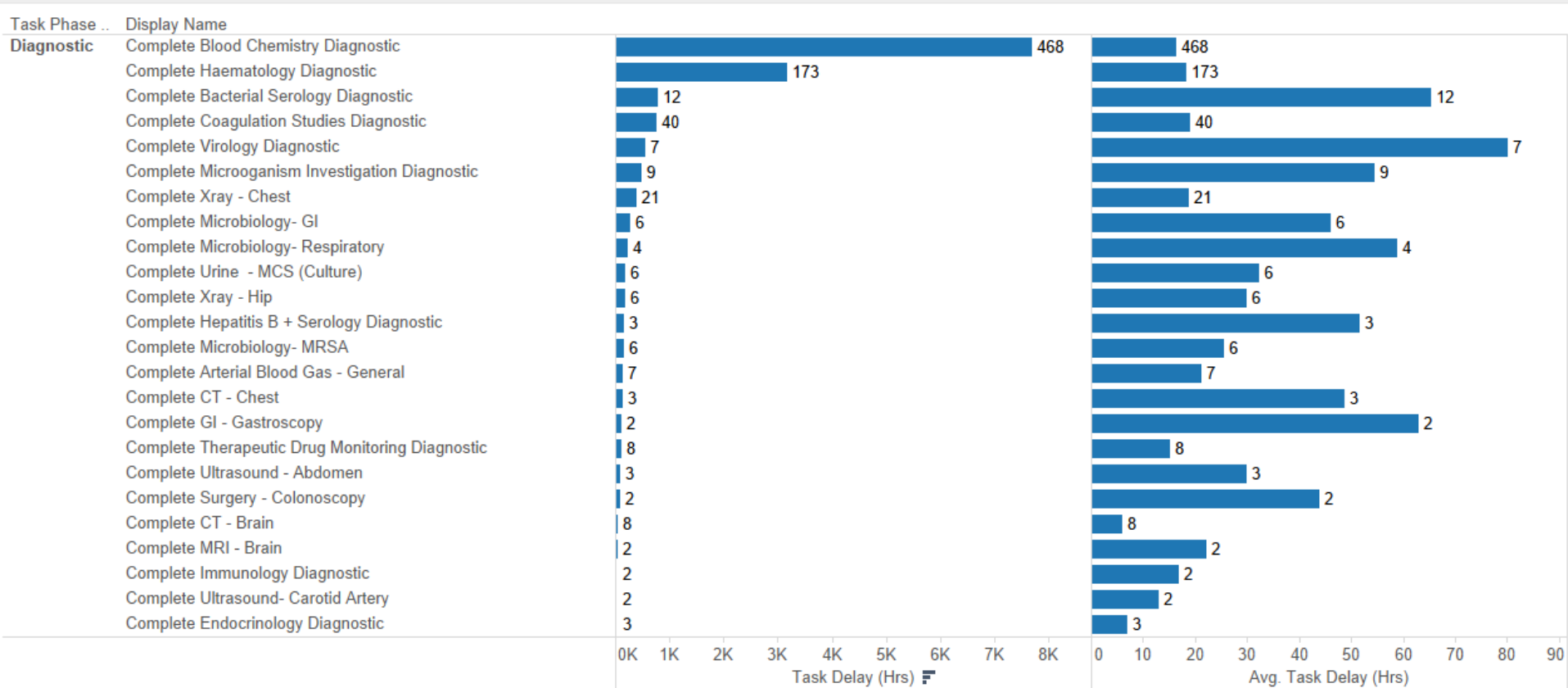
Objective

- To identify clinical processes and the time taken to complete each task.
- To create an agreed timeline for completion of tasks in line with best practice.
- To identify clinical processes deemed by staff as not completed within a timely manner

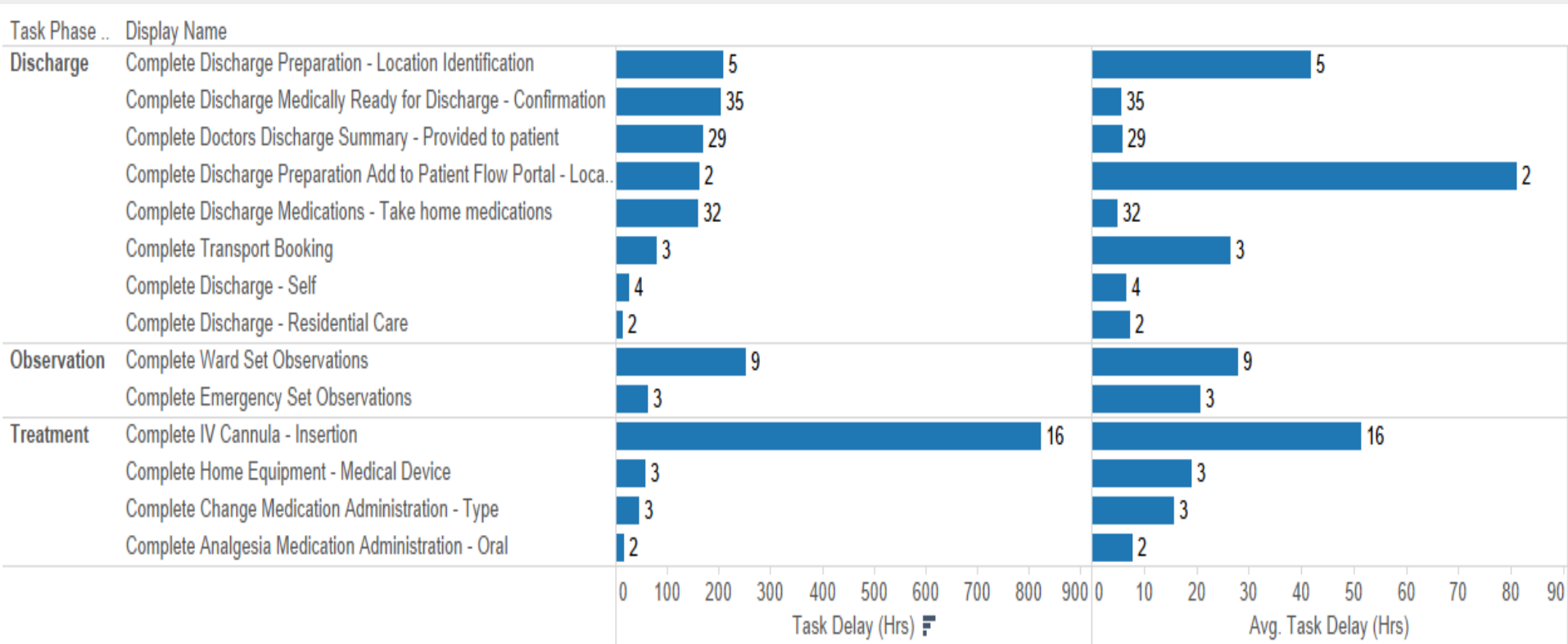
Medical Ward – ‘Complete’ delays by Task for Assessment Phase



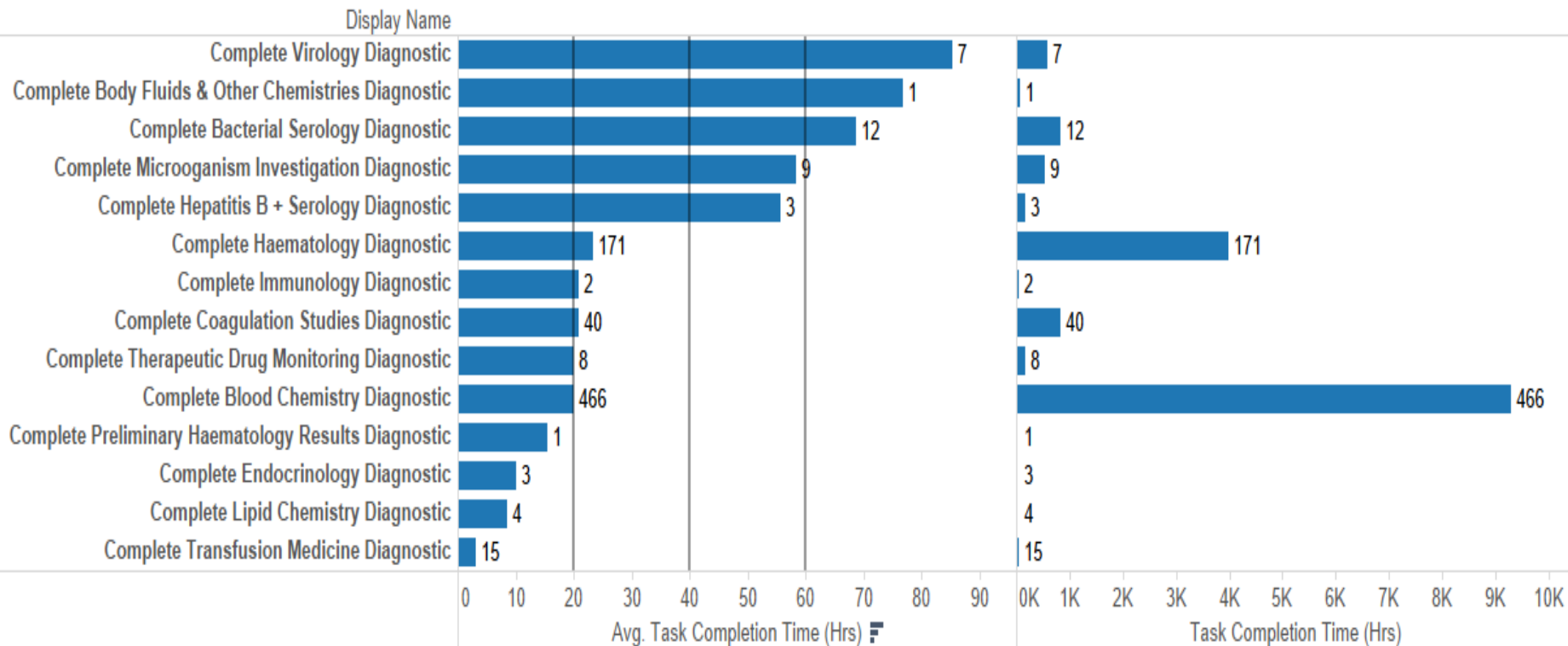
Complete Diagnostic Delays



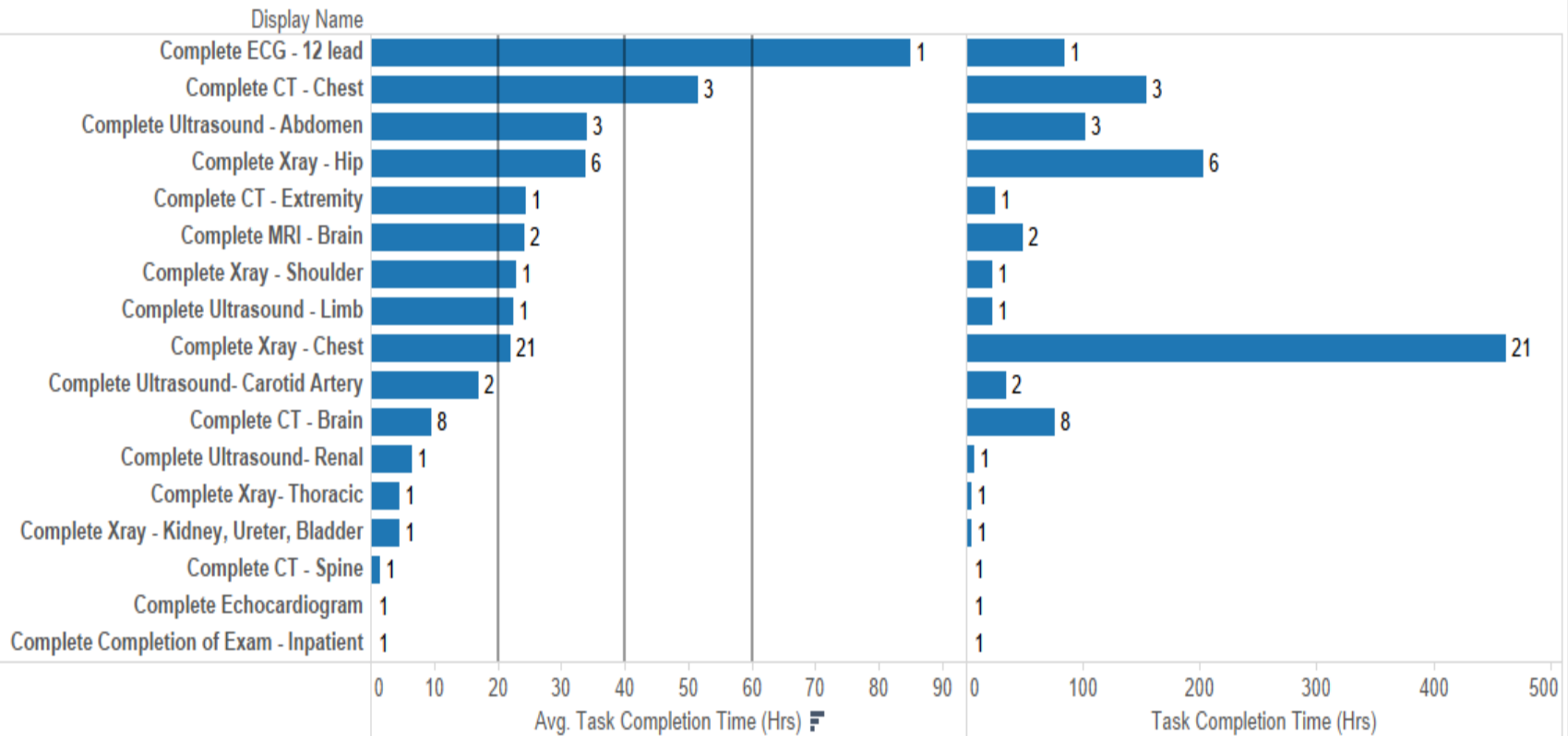
Discharge/ Observation/ Treatment

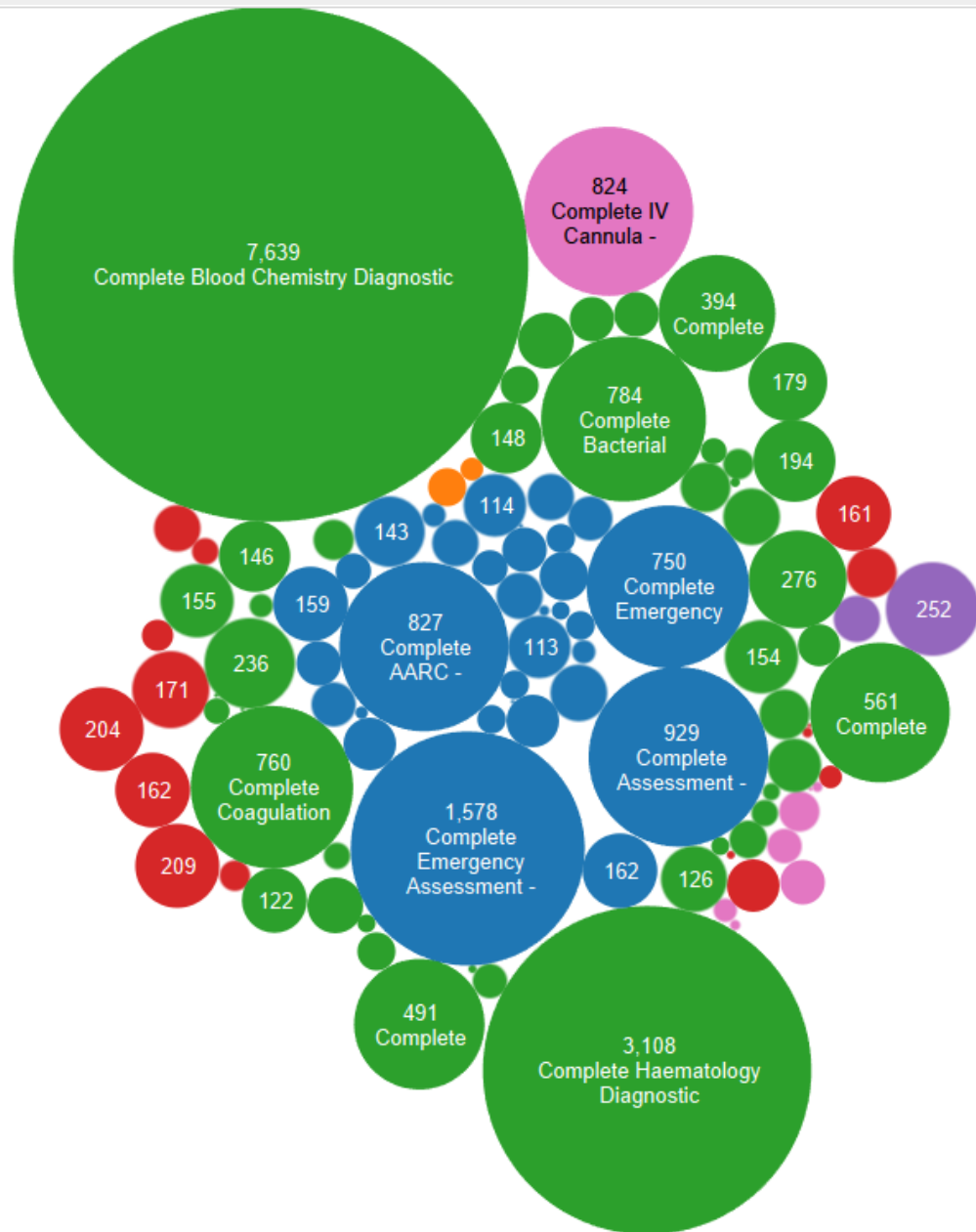


Pathology



Diagnostics





Focus Areas Identified

- Pathology – investigate delays
- IV Cannula insertion
- Imaging



Results

APRIL 2015	4.5 days	APRIL 2016	5.9
MAY 2015	6.34	MAY 2016	5.61
JUNE 2015	6.00	JUNE 2016	5.24
JULY 2015	6.63	JULY 2016	5.76



Questions

